



# Problem Resolution Report

***NORTHROP GRUMMAN***

NG/CoSD-046

## Office Communications Service Resource Unit and Pricing

**Date:** September 4, 2009

### **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### **Issue or Problem:**

The Parties wish to provide for a new Resource Unit and Resource Unit Pricing for Office Communications Service (OCS).

### **Resolution:**

1. Schedule 4.3 of the Agreement shall be supplemented by the addition of Section 6.10 as shown on Attachment A to this PRR-046.
2. Schedules 16.1-1 and 16.1-2 shall be supplemented by the addition of a Resource Unit and associated unit pricing and pricing decomposition and other information as shown on Attachment B to this PRR-046. By way of clarification the pricing for OCS is being established in a series of levels to reflect the fact the unit price will go down as the total number of County OCS users goes up. The price for each level, based on the number of County OCS users, will apply to each and every OCS user in a given month. County users are will see a varying unit rate as the deployment of OCS continues throughout the County
3. The services offered in this PRR are based on the full capabilities of the Microsoft OCS product, which includes certain audio and video conferencing and calling services. Neither the County nor Northrop Grumman intend the OCS Resource Unit to be a substitute for Voice over Internet Protocol (VoIP) phone service or for other technical capabilities including Click to Call, Extension to Cellular, Presence, or other features of unified communications which the Parties intend to integrate with OCS through additional future Resource Units.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



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**NORTHROP GRUMMAN**

NG/CoSD-046

Office Communications Service Resource Unit and Pricing

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

NORTHROP GRUMMAN INFORMATION  
TECHNOLOGY, INC.

By: Bruce V Petrozza  
Name: Bruce V Petrozza  
Title: Manager  
Date: 09-10-09

By: [Signature]  
Name: Randolph Pabst  
Title: Dir., Contracts  
Date: September 4, 2009

[Signature]  
Hudson

## 6.10. Office Communications Service (OCS)

### 6.10.1. Office Communications Service Overview

This section pertains to the Office Communications Service (OCS) provided within the Data Center Framework. The Office Communications Service component applies to all hardware and software needed to maintain and support Office Communications, whether housed in the Data Center or distributed to Desktop Assets. The Office Communications Service will be based on Microsoft Office Communication Server (OCS) software. Services provided within this component include Office Communicator account management, refresh, OCS software updating and support, management of Office Communication server resources, server capacity analysis and server and storage consolidation. The Office Communications Service offering includes all the components needed to ensure reliable and uninterrupted delivery of Office Communications to County End-Users. These services are exclusively Dedicated Real-Time Collaboration Services, Synchronous Text Exchange, Presence Awareness, Peer-to-Peer Collaboration, Audio/Video Capability, Communicator Web Access, Web Conferencing (Live Meeting), RIM Mobile Access, and Utilization Reporting. All services are provided only to accounts within the sdcounty.ca.gov domain (internal access only).

### 6.10.2. Office Communications Capability High Level Requirements

**Initial Build.** Provide an initial build of the Office Communication Services (OCS) infrastructure.

**Dedicated Real-Time Collaboration Services.** Provide the infrastructure to enable client applications to publish and subscribe to extended or enhanced presence information. Invite additional live parties to a two-person IM conversation, send an instant message to multiple parties and send an instant message to a Microsoft Exchange Server distribution list.

**Synchronous Text Exchange.** Provide the ability for users to exchange text messages in real time (chat). The logging of text exchanges will be administratively disabled by the system.

**Presence Awareness.** Provide the ability for a user to immediately detect another user's availability.

**Peer to Peer Collaboration.** Provide the ability for users to share text, files, whiteboards and presentations.

**Audio/Video Capability.** Microsoft Office Communications Service software provides users the ability to specify the addition of audio/visual capability when scheduling a conference as well as the ability to add audio or video to an existing IM conversation or

## **Attachment A to PRR-046**

conference call. Multiparty audio and video sessions will be handled by the OCS A/V Conferencing Server.

A/V capability under this OCS resource unit will be limited to users at County sites serviced by OptiMan and GigaMan circuits. This limitation will be established and administered via Group Policy in Active Directory at the Individual, Group or Site level as mutually agreed to by the County and Contractor. If further limitations on A/V become necessary, Contractor will establish a reverse QOS statement on the LAN link at a level mutually agreed to by the County and the Contractor. Both Audio and Video functionality will be non-enterprise, non-business quality with no performance commitments associated with these capabilities. Audio capability provided via OCS will not support offnet calling or voicemail integration.

Recording of both of audio and video will be administratively disabled by default by the system. Due to the complexity of the drivers required, A/V installation and setup will be supported only on peripherals tested by Desktop Engineering as part of the Catalog approval process.

**Communicator Web Access.** Provide Communicator functionality (Instant Messaging services through a browser client) via a web presence inside the COSD network. Allow users the ability to do Instant Messaging (text only) using Internet Explorer (IE) without requiring the installation of a client.

**Web Conferencing (Live Meeting).** Provide the ability for conference data collaboration including native support for Microsoft Office PowerPoint presentations, Microsoft Office document sharing, white boarding, application sharing, polling, Q&A, compliance logging, annotations, meeting summaries, handouts and various multimedia formats. Recording of the both of audio and video components of Live Meetings will be administratively disabled by the system.

**RIM Mobile Access.** Provide the ability for clients to do IM and Presence using BlackBerry devices. This plug in module will be implemented to include integration of the BES (Blackberry Backend Server) to the OCS server

**Utilization Reporting.** OCS end user utilization reports will be made available to the County monthly using the standard reporting capabilities that exist with the OCS software.

### **6.10.3. Office Communications Server Environment**

## Attachment A to PRR-046

### Hardware and Software

The OCS Servers will be based upon standards established for Infrastructure Services and will be subject to server refresh as defined in the Data Center Services Framework of Schedule 4.3.

OCS non-operating system software (currently Microsoft Office Communication Server) will be provided by the County and will be maintained at a minimum level of n-1 to the current released version. Changes to the OCS software will be based on recommendations from the Contractor and approved by the County.

OCS Servers will be configured with their own specific storage (200 GB) and will not be integrated into the centralized, consolidated storage environment. The OCS servers will not be considered End-User file storage systems. If recording of either the Audio/Video capability in Section 6.10.2.6 or the Web Conferencing capability in Section 6.10.2.8 is enabled by the County, these recordings will not be stored on the OCS Servers. If these sessions are stored on the network, they will be treated as either Level 1 or Level 2 storage and will be considered billable attached storage.

#### 6.10.4. Office Communications Services Requirements, Roles & Responsibilities

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services.

##### Office Communications Services OCS: Plan, Build and Operate Requirements, Roles and Responsibilities

Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit OCS operational and computing procedures	X	
2. Review and approve OCS operational and computing procedures		X
3. Produce and submit OCS architecture	X	
4. Review and approve OCS architecture		X
5. Produce and submit recommendations for OCS standards on a yearly basis.	X	
6. Review and approve OCS standards		X
7. Produce and submit backup/recovery policies and procedures	X	
8. Review and approve backup/recovery policies and procedures		X
9. Produce and submit defining policies and procedures for OCS	X	

**Attachment A to PRR-046**

functions		
10. Review and approve policies and procedures for OCS functions		<b>X</b>
11. Produce and submit plans to update and patch OCS architecture to maintain reliability and security	<b>X</b>	
12. Review and approve plans to update and patch OCS architecture to maintain reliability and security		<b>X</b>
13. Produce End-User tip sheets on use of OCS services. Provide tip sheets to CTO for distribution to County end users.	<b>X</b>	
14. Review and approve for distribution End-User tip sheets on use of OCS services		<b>X</b>
<b>Build Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
1. Design and implement OCS operational and computing procedures	<b>X</b>	
2. Design, test and implement approved changes to the OCS architecture	<b>X</b>	
3. Design, test and implement approved plans for consolidation of OCS (OCS) servers or storage	<b>X</b>	
4. Write and implement Help Desk scripts for Desktop support of OCS services.	<b>X</b>	
5. Design, test and deploy OCS server refresh according to the approved plan.	<b>X</b>	
6. Design and implement policies and procedures for functions including IM, Live Messaging and A/V conferences.	<b>X</b>	
7. Design, test and implement approved updates and patches to OCS Services	<b>X</b>	
8. Implement approved backup/recovery policies and procedures	<b>X</b>	
9. Review and approve OCS operational and computing procedures, refresh, changes to OCS architecture, plans for consolidation of OCS servers and storage.		<b>X</b>
<b>Operate Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
10. Provide support, including break-fix, for all OCS assets	<b>X</b>	
11. Manage and support OCS to meet operational and computing procedures	<b>X</b>	
12. Manage and support the Microsoft Office Communications application	<b>X</b>	
13. Support and provide OCS functionality to End-Users as authorized and requested	<b>X</b>	
14. Perform backups on OCS Servers assets	<b>X</b>	
15. Provide monthly utilization reports using the standard reporting capabilities that exist with the OCS software	<b>X</b>	
16. Manage and support OCS integration with Active Directory	<b>X</b>	

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component ***	Unit of Measure per user	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee	Component Fee	Percentage of Decomposition Component Fee	Description Text
Office Communication Services (OCS) - 0 to 2500 users	6.1		\$7.75		\$7.75		100.00%	
				Hardware		\$ 1.51	19.50%	Hardware, OS, and LAN within the Data Center to support OCS user volume with required maintenance and 200 GB storage
				Hardware Support - Data Center		\$ 2.36	30.50%	Support services including: Hardware/Software configuration management, systems administration applying patches from the vendors, security administration of servers, backup/restores of data, Storage Management
				Software and End-User Support - OCS		\$ 3.88	50.00%	Support services for OCS: Provide operational configuration and support of the OCS services described in the SOW
Initial OCS Set-up			\$79,170.00		\$ 79,170.00		100%	Requirements: Review, validate and finalize County OCS requirements (sizing, services, ports / protocols, DNS, firewall, reporting). Architecture / Design: Produce OCS Solution Architecture / Design Document. Infrastructure Set-up: Procure and set-up hardware, install OS and data center tools, back-up and recovery, storage, SQL, network, initial / configure OCS. Development: Configure Reporting for end user usage and Chargeback Interface Implementation, Pre-Acceptance Testing, Customer Acceptance Testing. Coordination of roll-out with NGT and County departments. Covers the infrastructure support cost for 12 months at the lower user volumes vs. increasing RU price. There is no commitment from the County as to the volumes or rate of deployment of OCS. There will be no charge to pricing based on volumes not materializing or deployment rate being extended.